



## **Town of Vienna, Virginia Police Department Media Information Release**

### **UPDATE- as of July 15 at 9:00 a.m.**

The Vienna Police Department's non-emergency phone lines continue to malfunction as of 9:00 a.m. July 15<sup>th</sup>. Verizon is working to correct the problem and estimates that they will be repaired by approximately 9:00 p.m. tonight, July 15<sup>th</sup>. Citizens should continue to use the non-emergency numbers in the manner outlined below for non-emergencies.

**9-1-1 emergency lines continue to function properly.**

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Previous Media Release from July 14, 2011:

### **Non- Emergency Phone Line Issues at Town of Vienna Police Dispatch**

The non-emergency telephone lines at the Town of Vienna Police Department are not functioning correctly as a result of the storms yesterday.

**The 9-1-1 emergency system is operating correctly. Citizens needing emergency assistance should still dial 9-1-1 to reach the dispatcher.**

Citizens needing to contact the Department for non-emergency assistance should call 703-255-6378 or 703-255-6379. When using these lines citizens may get a busy tone if the line is in use. In this case they should try dialing again.

Individuals that call 703-938-4900 will get a busy tone. Individuals calling 703-255-6366 will hear a ringing tone but it will not go through to the dispatcher.

Verizon is aware of the issue and is working to correct the problem.

Non- emergency inquiries that can be handled via email can be sent to [police@viennava.gov](mailto:police@viennava.gov) .

**For further information please contact:  
MPO Bill Murray- Town of Vienna Police Department  
Public Information Officer at [wmurray@viennava.gov](mailto:wmurray@viennava.gov) or 703-255-6396**